

Lobby Management 1-7-13 to 1-10-13 as of 1:19PM

Service	Avg. Service Time	Avg. Waiting Time	Waiting Time Distribution						Total Served	Served or Abandon	Total Abandon	% Abandon	% Wait within Goal
			<=5:00	<=10:00	<=15:00	<=20:00	<=25:00	>25:00					
BL- Business License - NEW	00:20:28	00:01:40	4						7	7	0	0%	100%
BL- Business License - RENEWAL	00:09:22	00:05:52	11	2	1			1	13	13	0	0%	87%
BL- Business License Question	00:04:43	00:03:49	4			1			6	6	0	0%	100%
BL- Contractor License	00:09:30	00:03:18	2	1					3	3	0	0%	100%
BP- Building General Questions	00:06:22	00:07:54	7	5	2	1		1	16	17	1	6%	94%
BP- Building Payment Only	00:06:38	00:07:18	22	1	6	1	2	2	34	41	7	17%	68%
BP- Building Permit - NEW	00:17:47	00:08:15	39	11	12	2	3	6	76	81	5	6%	88%
BP- Building Permit - PICKUP	00:09:38	00:05:10	32	6	4	3		1	52	54	2	4%	98%
BP- Building Permit - REVISION	00:12:42	00:09:30	12	8	4		2	3	33	34	1	3%	83%
BP- Building Permit CO/TCO	00:16:14	00:12:12	5	2	1		1	3	12	12	0	0%	67%
BP- Building Permit Corrections	00:09:54	00:11:06	5			1	1	1	9	9	0	0%	75%
BP- Building Plan Review Appointm	00:14:03	00:11:02	5	3	2	1	2	1	13	13	0	0%	71%
BP- Meet with Building Inspector	00:02:55	00:00:40	1						1	1	0	0%	100%
BP-Building Permit - EXPIRED	00:15:36	00:10:53	4	2	1			1	8	8	0	0%	88%
CE- Code Complaint	00:09:31	00:01:04	2						2	2	0	0%	100%
CE- Code Payments	00:09:56	00:04:41	1	1					2	2	0	0%	100%
CE- Code Violations	00:09:55	00:02:59	4	1					5	5	0	0%	100%
Consultation	00:00:04	00:00:00							1	1	0	0%	0%
ENG- Engineering Permit Pickup -	00:07:00	00:00:26	2						2	2	0	0%	100%
ENG- Engineering Questions	00:00:52	00:17:01			1		1		2	2	0	0%	50%
PT- Parking Tickets	00:03:48	00:04:31	3	1	1				5	6	1	17%	60%
PZ- Agenda Questions (ARB-DRC-	00:01:53	00:01:28	2						3	3	0	0%	100%
PZ- House and Driveway Color	00:03:21	00:10:51	1			2			3	3	0	0%	100%
PZ- Planning & Zoning Application	00:07:51	00:00:00							3	3	0	0%	0%
PZ- Planning & Zoning General Info	00:09:26	00:06:43	11	3	1	1		1	16	16	0	0%	88%
PZ- Special Use Permits	00:04:37	00:19:25	1		1			1	3	3	0	0%	67%
PZ- Tree and Vegetation Removal	00:02:12	00:23:59	2					2	5	5	0	0%	50%
UT- Other Water Service	00:05:46	00:01:54	9						9	9	0	0%	100%
UT- Water - Close Account	00:10:56	00:14:14	2		1			1	4	4	0	0%	75%
UT- Water - New Account	00:13:28	00:06:27	14	5		2	1	1	27	28	1	4%	83%
UT- Water- New Location/Move	00:05:36	00:08:39	9	2	3	1		2	18	21	3	14%	82%
UT- Water Payments	00:04:10	00:03:06	164	27	11	3			219	224	5	2%	80%
Total	00:08:42	00:06:04	380	81	52	19	13	28	612	638	26	4%	83%

Service	
Building	254
Code	14
Engineering	4
Licensing	29
Planning & Zoning	33
Consultation	1
Utilities	277
Total	612